

IN THE CLAIMS:

Please add claims 29-40 as follows and cancel claim 1, without prejudice.

29. A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS), said process including the steps of:

- receiving said call data signals indicative of called number identification data automatically provided by the communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;
- providing verbal prompts to callers to said specific operating format;
- receiving data for callers to said specific operating format from said remote terminals in response to said verbal prompts;
- providing a data base computer to receive said data for callers and storing same in a form having an identifiable relationship to each caller, the data base computer including verification means for credit verification of said callers to said specific operation format, based on said data received for callers to said specific operating format.

1 30. The process of claim 29 wherein after verification of credit, information is
2 provided to a caller in verbal form based on one or more messages stored therein in digitized
3 form.

1 31. The process of claim 29 further including the step of providing verbal prompts to
2 a caller for encouraging the caller to enter an order in touch tone form, and detecting and storing
3 an order so detected.

1 32. The process of claim 31 further comprising a step of receiving a request for
2 operator assistance in touch tone form and transferring the call to a live operator in response
3 thereto.

1 33. A process for controlling operations of an interface with a telephonic
2 communication system including remote terminals for individual callers, wherein each of said
3 remote terminals comprises a telephonic instrument including voice communication means and
4 digital input means in the form of an array of alphabetic numeric buttons for providing data and
5 wherein said telephonic communication system has a central capability to automatically provide
6 call data signals indicative of called number identification data (DNIS) said process including the
7 steps of:

8 receiving said call data signals indicative of called number identification data
9 automatically provided by the telephonic communication system (DNIS) including a
10 called number dialed by individual callers to select a specific operating format from a
11 plurality of operating formats within said operations of the interface;

12 providing verbal prompts to said callers to said specific operating format from a
13 plurality of predetermined messages and for receiving data from said callers to said
14 specific operating formats in response to verbal prompts; and
15 providing a data base computer for storing said data from said callers to said
16 specific operating format in a form having an identifiable relationship to each caller, said
17 data base computer further including a credit verification means, and wherein the data
18 base computer automatically accesses the credit verification means for credit verification
19 of said callers based on said data received from said remote terminal apparatus.

1 34. A process in accordance with claim 33 wherein at least one of said operating
2 formats formulates purchase transaction data.

1 35. A process according to claim 33 wherein said step of receiving data from said
2 callers has identifiable relationship to each caller is in accordance with a selected operating
3 format.

1 36. An analysis process for use with a communication facility including remote
2 terminals for individual callers, wherein each of said remote terminals comprises a telephonic
3 instrument including voice communication means and digital input means in the form of an array
4 of alphabetic numeric buttons for providing data and wherein said communication facility has a
5 capability to automatically provide calling number identification data for at least certain of said
6 individual callers, said analysis control system comprising:
7 providing verbal prompts to callers;

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receiving data for callers from said remote terminals in response to said verbal prompts;

providing a data base computer to receive said data for callers and storing the same in a form having an identifiable relationship to each caller, the data base computer including verification means for credit verification of said caller based on said data received for callers to said specific operating format; and

testing said calling number identification data to specify a basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers.

37. A process in accordance with claim 36 wherein after verification of credit, information is provided to a caller in verbal form based on one or more stored messages.

38. A process in accordance with claim 37 further comprising a step of providing verbal prompts to a caller for encouraging the caller to enter an order in touch tone form, and receiving an order in touch tone form and detecting and storing the order so detected.

39. A process in accordance with claim 37 further comprising a step of receiving a request for operator assistance in touch tone form and transferring the call to a live operator in response thereto.

40. An analysis control process for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals comprises a